

## EXHIBIT 11

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**326**  
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000409

EXHIBIT 11

SURVEY

Please answer the following questions by circling YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder" ?  YES  NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES  NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES  NO
4. Did you retain any advocate as a result of your internet search?  YES  NO  
If YES, did you retain Disability Group, Inc.?  YES  NO  
Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  YES  NO
5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?  YES  NO

If YES, what were you told? That they were returning my call and they were "Binder + Binder"

Please provide us with any additional comments you may have: The lady said she couldn't help me

Name: Cynthia Boileau

Address: 71 Hayes Ave  
So Burlington, VT 05403

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: 802-863-3214

Galgano & Associates, PLLC, 20 W. Park Ave., Suite 204, Long Beach, NY 11561

XXXXX  
327  
XXXXX  
XXXXX

F:\G&b\246\37\survey\38385.wpd

000410

BB 01406

SURVEY

Please answer the following questions by circling YES or NO:

1. Did you search through an internet search engine for "binder"  YES NO and binder", "binder & binder" or "binder" ?
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES NO
4. Did you retain any advocate as a result of your internet search?  YES NO  
If YES, did you retain Disability Group, Inc.?  YES NO  
Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  YES NO
5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder? YES  NO

If YES, what were you told? \_\_\_\_\_

Please provide us with any additional comments you may have: \_\_\_\_\_

I simply assumed I was dealing with Binder & Binder and Disability Group was the name they used.

Name: Mary Ann Addington

Address: 4702 72nd ST E

Tacoma, WA 98443

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: (253) 536-1642 or (253) 380-8257

Galgano & Associates, PLLC, 20 W. Park Ave., Suite 204, Long Beach, NY 11561

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328

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XXXXX

XXXXX

BB00701

SURVEY

Please answer the following questions by circling YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?  YES  NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES  NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES  NO
4. Did you retain any advocate as a result of your internet search?  YES  NO  
If YES, did you retain Disability Group, Inc.?  YES  NO  
Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  YES  NO
5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?  YES  NO

If YES, what were you told? \_\_\_\_\_

Please provide us with any additional comments you may have: DIDN'T REALIZE THAT THE DISABILITY GROUP I WAS DEALING WITH WASN'T BINDER & BINDER UNTIL I RECEIVED THIS PACKAGE. AT THAT TIME I CALLED THE TELEPHONE NUMBER FOR BINDER & BINDER.

Name: ARTHUR ELLIS JR

Address: 1419 Vinitree DRIVE Bradenton FL 33510

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: \_\_\_\_\_

Galgano & Associates, PLLC, 20 W. Park Ave., Suite 204, Long Beach, NY 11561

SURVEY

Please answer the following questions by circling YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?  YES  NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES  NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES  NO
4. Did you retain any advocate as a result of your internet search?  YES  NO  
If YES, did you retain Disability Group, Inc.?  YES  NO  
Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  YES  NO *I don't know*
5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?  YES  NO

If YES, what were you told? "disability Group"

Please provide us with any additional comments you may have: \_\_\_\_\_

N/A

Name: Dawn DALLARD

Address: 15740 N. 83rd Ave. Apt #1129

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: (602) 451-9596

Galgano & Associates, PLLC, 20 W. Park Ave., Suite 204, Long Beach, NY 11561

SURVEY

Please answer the following questions by circling YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?  YES  NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES  NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES  NO
4. Did you retain any advocate as a result of your internet search?  YES  NO  
If YES, did you retain Disability Group, Inc.?  YES  NO  
Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  YES  NO
5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?  YES  NO

If YES, what were you told? \_\_\_\_\_

Please provide us with any additional comments you may have: *after the initial contact & an overflow of paperwork, their service was sub-par. I discontinued the association & completed my appeal*

Name: Darlene Williams  
Address: 110 Culver Ln.  
New York 11515

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: \_\_\_\_\_

Galgano & Associates, PLLC, 20 W. Park Ave., Suite 204, Long Beach, NY 11561

SURVEY

Please answer the following questions by circling YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"? YES  NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder? YES  NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder? YES  NO
4. Did you retain any advocate as a result of your internet search? YES  NO   
If YES, did you retain Disability Group, Inc.? YES  NO   
Did you believe you had retained Binder and Binder or someone associated with Binder and Binder? YES  NO
5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder? YES  NO

If YES, what were you told? \_\_\_\_\_

Please provide us with any additional comments you may have: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name: Jessine V. Galgano

Address: 111 S. Highland Ave #B  
Fullerton, CA 92832

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: \_\_\_\_\_

Galgano & Associates, PLLC, 20 W. Park Ave., Suite 204, Long Beach, NY 11561

SURVEY

Please answer the following questions by circling YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?  YES  NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES  NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES  NO
4. Did you retain any advocate as a result of your internet search?  YES  NO  
If YES, did you retain Disability Group, Inc.?  YES  NO  
Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  YES  NO
5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?  YES  NO

If YES, what were you told? Don't remember, but I felt maybe Disability Group handled claims for Binder and Binder.

Please provide us with any additional comments you may have: Something didn't feel right about the company. Tried to get information on company, checked with Better Business Bureau, things just didn't match up.

Name: MARION M. MITTER JR  
Address: 622 Rush St.  
South Bend, IN 46601

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: 574 256-0690

Galgano & Associates, PLLC, 20 W. Park Ave., Suite 204, Long Beach, NY 11561

SURVEY

Please answer the following questions by circling YES or NO:

1. Did you search through an internet search engine for "binder" YES NO  
and binder", "binder & binder" or "binder" ?

2. Did you believe that you had clicked on a link, as a result of the YES NO  
search, which took you to Binder and Binder's website or a website associated with Binder and Binder?

3. At the time you filled out the online submission form, did you YES NO  
believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?

4. Did you retain any advocate as a result of your internet search? YES NO

If YES, did you retain Disability Group, Inc.? YES NO

Did you believe you had retained Binder and Binder or someone YES NO  
associated with Binder and Binder?

5. Were you ever told by the advocate that the advocate you had YES NO  
retained was Binder and Binder or was somehow associated with Binder and Binder?

If YES, what were you told? \_\_\_\_\_

Please provide us with any additional comments you may have: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name: Enrico Boselli

Address: 3818 218 St

Bayside, N.Y. 11361

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: \_\_\_\_\_

Galgano & Associates, PLLC, 20 W. Park Ave., Suite 204, Long Beach, NY 11561

SURVEY

Please answer the following questions by circling YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?  YES  NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES  NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES  NO
4. Did you retain any advocate as a result of your internet search?  YES  NO  
If YES, did you retain Disability Group, Inc.?  YES  NO  
Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  YES  NO
5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?  YES  NO

If YES, what were you told? \_\_\_\_\_

Please provide us with any additional comments you may have: *I don't believe they stated Direct Affiliation, I was led to infer an affiliation, That "Disability Group" was a subset of Binder + Binder*  
*or 1 division of;*  
Name: Herb Battell  
Address: Po Box 872, Darrington Wa. 98241

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: 360 - 436 - 1491

Galgano & Associates, PLLC, 20 W. Park Ave., Suite 204, Long Beach, NY 11561

SURVEY

Please answer the following questions by circling YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder" ? YES  NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder? YES  NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder? YES  NO
4. Did you retain any advocate as a result of your internet search? YES  NO   
If YES, did you retain Disability Group, Inc.? YES  NO   
Did you believe you had retained Binder and Binder or someone associated with Binder and Binder? YES  NO
5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder? YES  NO

If YES, what were you told? \_\_\_\_\_

Please provide us with any additional comments you may have: A representative from Binder & Binder responded to an e-mail I sent in regards to getting my job back after losing it due to disability. The firm was unable to help. And I am still disabled.  
Name: T. J. GORDON

Address: 8785 Greer Way  
Valley Springs, Ca. 95252

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: 209-786-7849

Galgano & Associates, PLLC, 20 W. Park Ave., Suite 204, Long Beach, NY 11561

XXXXXX  
336

XXXXXX F:\G&b\246\37\survey\45790.wpd

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BB00706

SURVEY

Please answer the following questions by circling YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder" ?  YES  NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES  NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES  NO
4. Did you retain any advocate as a result of your internet search?  YES  NO  
If YES, did you retain Disability Group, Inc.?  YES  NO  
Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  YES  NO
5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?  YES  NO

If YES, what were you told? See attached

Please provide us with any additional comments you may have: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name: KLS Gridfaden

Address: 340 W 18 ST APT 12A  
NY 10011

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Galgano & Associates, PLLC, 20 W. Park Ave., Suite 204, Long Beach, NY 11561

This was quite a while ago but I specifically searched for Binder and Binder and Disability Group came up. When I called, I must have said I found them on the internet under Binder & Binder. I don't remember if I asked if this was Binder & Binder as I was surprised when I heard Disability Group, but I thought it was a division of the Binder & Binder firm. If not, I would not have gone further. As Binder & Binder was highly recommended by a friend.

Can't remember what conversation was so I would approve of their sending the forms. I filled out the forms and saw the return was to the Disability Group in CA. As my friend who told me to sit down in person with an atty from B & B, I mentioned to atty, at the Disability Group that I wanted to speak with someone in the NY office. He said it wasn't necessary and to fill out the form. I asked what about my going to a hearing. I wanted to know I had someone with me and he said they would send someone to NY. I didn't retain them and called Binder & Binder in NY and went there directly. It was then I knew something wasn't right and they were using the Binder and Binder name on the internet to get clients.

Iris Goldfaden

XXXX  
338  
XXXXX  
XXXXX

BB00704

**Thomas M. Galgano**

**From:** <dkmichael@pngusa.net>  
**To:** <tmgalzano@rcn.com>  
**Sent:** Wednesday, May 14, 2008 4:27 PM  
**Subject:** Re: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

>  
>  
>  
>  
>  
> Dear Mr. Michael:  
>  
>  
>

> We are writing to you to ask for  
> your assistance. We are the attorneys for  
> Harry J. Binder and Charles E. Binder and  
> their company, Binder & Binder. Binder &  
> Binder assists individuals in obtaining  
> social security disability benefits. We  
> represent them in a trademark infringement  
> action Harry J. Binder, et al. v. Disability  
> Group Inc. and Ronald Miller, CV  
> 07-02760-GHK(SSx).

>  
> We have been informed by  
> Disability Group, Inc. that within the time  
> period of March to November of 2006, you  
> conducted an online search through Google  
> including the words "binder and binder",  
> "binder & binder", or "binder" and  
> then submitted an online intake form at the  
> website you were directed to: either  
> [www.disabilitygroup.com](http://www.disabilitygroup.com),  
> [www.socialsecuritydisability411.com](http://www.socialsecuritydisability411.com) or  
> [www.socialsecuritydisabilityhelpcenter.com](http://www.socialsecuritydisabilityhelpcenter.com).  
>  
>

> Binder and Binder believes that Disability  
> Group, Inc. improperly purchased keywords  
> from Google which contained the Binder and  
> Binder name to trigger their own ads to  
> appear when a person was searching for Binder  
> and Binder. The suit also alleges that  
> Disability Group used the name "Binder and  
> Binder" as a heading in their own ads  
> within Google to link to their website.  
XXXXXer and Binder has alleged that these  
XXXXX  
XXXXX

**BB 01411**

000422

5/14/2008

> actions have confused potential customers and  
> led them unknowingly to Disability Groupâ?Ts  
> website when the customers were actually  
> searching for Binder and Binder.

>

>

>

> We understand that you submitted an online  
> inquiry form to Disability Group during the  
> time period in question and would like to  
> find out if you were misled by these Google  
> ads. We would appreciate it if you could take  
> two minutes of your time to complete the  
> survey below and reply to our email with your  
> answers.

>

>

>

> Thank you in advance for your time and  
> assistance.

>

>

>

> Sincerely yours,

>

>

>

>

> GALGANO & ASSOCIATES, PLLC

>

>

>

> Thomas M. Galgano, Esq.  
> Galgano & Associates, PLLC  
> 20 W. Park Avenue, Suite 204  
> Long Beach, NY 11561  
> Phone: 516-431-1177  
> Fax: 516-431-1127  
> e-mail: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)

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> SURVEY

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XXXXX  
340

XXXXX

XXXXX

BB 01412

000423

5/14/200

> Please reply to our email by answering the  
> following questions by typing an X on the  
> line in front of the answer YES or NO:

> V

> V

> V

> 1. Did you search through an internet  
> search engine for "binder and binder?",  
> "binder & binder" or "binder"? ?

> x YES      NO

> V

> V

> 2. Did you believe that you had clicked on  
> a link, as a result of the search, which took  
> you to Binder and Binder's website or a  
> website associated with Binder and Binder?

> x YES      NO

> V

> V

> 3. At the time you filled out the online  
> submission form, did you believe that you  
> were submitting the form to Binder and Binder  
> or someone associated with Binder and  
> Binder? x YES      NO

> V

> V

> 4. Did you retain any advocate as a result  
> of your internet search?   YES    x NO

> V

> V

> If YES, did you retain Disability Group,  
> Inc.?   YES      NO

> V

> V

> Did you believe you had retained Binder and  
> Binder or someone associated with Binder and  
> Binder? x YES      NO

> V

> V

> 5. Were you ever told by the advocate that  
> the advocate you had retained was Binder and  
> Binder or was somehow associated with Binder  
> and Binder?

> V

> V

> XXXX YES, what were you told?  
XXXX  
XXXX

BB 01413

000424

5/14/200

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> Please provide us with any additional  
> comments you may have: We were in our last appeal and wanted to reach  
Binder & Binder for their help. We thought someone from that group  
was calling from California and didn't want that rep., we wanted one  
closer. At the time we thought Binder & Binder didn't want bothered  
with us so a smaller group was put on our case. We had heard good  
things from someone who has been with Binder & Binder and wanted them.

>  
>  
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> Name: David G. Michael

>  
>  
>  
>

> In order to protect your privacy, we will not  
> contact you by telephone unless you give us  
> permission to. If we may contact you by  
> telephone, please provide us with your  
> telephone number: 330-532-0024 We would still like to talk to a rep.  
from Binder & Binder. We feel we still need help.

>  
>  
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>  
>  
>

> Thomas M. Galgano, Esq.  
> Galgano & Associates, PLLC  
> 20 W. Park Avenue, Suite 204  
> Long Beach, NY 11561  
> Phone: 516-431-1177  
> Fax: 516-431-1127  
> e-mail: [tmgalzano@rcn.com](mailto:tmgalzano@rcn.com)

>  
>

**BB 01414**

XXX~~342~~  
XXXXX  
XXXXX

000425

5/14/20

**Thomas M. Galgano**

**From:** <ksellars@earthlink.net>  
**To:** <tmgalgano@rcn.com>  
**Sent:** Friday, April 18, 2008 12:18 PM  
**Subject:** RE: Harry J. Binder, et al. v. Disability GroupInc. and Ronald Miller, CV 07-02760-GHK(SSx)Survey

----- Original Message -----

**From:**  
**To:** [ksellars@earthlink.net](mailto:ksellars@earthlink.net)  
**Sent:** 4/17/2008 4:12:12 PM  
**Subject:** Harry J. Binder, et al. v. Disability GroupInc. and Ronald Miller, CV 07-02760-GHK(SSx)Survey

Dear Ms. Funk Sellars:

We are writing to you to ask for your assistance. We are the attorneys for Harry J. Binder and Charles E. Binder and their company, Binder & Binder. Binder & Binder assists individuals in obtaining social security disability benefits. We represent them in a trademark infringement action *Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx)*.

We have been informed by Disability Group, Inc. that within the time period of March to November of 2006, you conducted an online search through Google including the words "binder" and "binder", "binder" & "binder", or "binder" and then submitted an online intake form at the website you were directed to: either [www.disabilitygroup.com](http://www.disabilitygroup.com), [www.socialsecuritydisability411.com](http://www.socialsecuritydisability411.com) or [www.socialsecuritydisabilityhelpcenter.com](http://www.socialsecuritydisabilityhelpcenter.com).

Binder and Binder believes that Disability Group, Inc. improperly purchased keywords from Google which contained the Binder and Binder name to trigger their own ads to appear when a person was searching for Binder and Binder. The suit also alleges that Disability Group used the name "Binder" and "Binder" as a heading in their own ads within Google to link to their website. Binder and Binder has alleged that these actions have confused potential customers and led them unknowingly to Disability Group's website when the customers were actually searching for Binder and Binder.

We understand that you submitted an online inquiry form to Disability Group during the time period in question and would like to find out if you were misled by these Google ads. We would appreciate it if you could take two minutes of your time to complete the survey below and reply to our email with your answers.

Thank you in advance for your time and assistance.

Sincerely yours,

GALGANO & ASSOCIATES, PLLC

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)

SURVEY  
XXX343  
XXXXX  
XXXXX

BB 01132  
000426

4/18/2008

Please reply to our email by answering the following questions by typing an X on the line in front of the answer YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder" ?  YES  NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES  NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES  NO
4. Did you retain any advocate as a result of your internet search?  YES  NO

If YES, did you retain Disability Group, Inc.?  YES  NO

Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  YES  
 NO

5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder? I don't think so.

If YES, what were you told?

Please provide us with any additional comments you may have: I didn't understand why I was having so much trouble getting approved with the medical evidence I provided. I did move from TX to Ohio out of necessity. However, Ohio has been good to me and I've managed to get a hip replacement which has made me much better and I don't think I will be needing disability now.

Name: Karen Funk Sellars  
Address: 182 S. 20th St. Columbus, Ohio 43205

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: Email is fine. I am recovering from the surgery and would prefer email.

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: tmgalgano@rcn.com

XXX  
344  
XXXX  
XXXX

BB 01133  
000427

4/18/2008

**Thomas M. Galgano**

**From:** "ROBIN OBANNON" <rwbannon@yahoo.com>  
**To:** <tmgalgano@rcn.com>  
**Sent:** Thursday, April 17, 2008 8:12 PM  
**Subject:** Re: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

***Robin W. O'Bannon***

***"On your journey to the top, get out of your own way..."***

----- Original Message -----

From: "tmgalgano@rcn.com" <tmgalgano@rcn.com>  
To: rwobannon@yahoo.com  
Sent: Thursday, April 17, 2008 11:24:46 AM  
Subject: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

Dear Mr. O'Bannon:

We are writing to you to ask for your assistance. We are the attorneys for Harry J. Binder and Charles E. Binder and their company, Binder & Binder. Binder & Binder assists individuals in obtaining social security disability benefits. We represent them in a trademark infringement action *Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx)*.

We have been informed by Disability Group, Inc. that within the time period of March to November of 2006, you conducted an online search through Google including the words "binder and binder", "binder & binder", or "binder" and then submitted an online intake form at the website you were directed to: either [www.disabilitygroup.com](http://www.disabilitygroup.com), [www.socialsecuritydisability411.com](http://www.socialsecuritydisability411.com) or [www.socialsecuritydisabilityhelpcenter.com](http://www.socialsecuritydisabilityhelpcenter.com).

Binder and Binder believes that Disability Group, Inc. improperly purchased keywords from Google which contained the Binder and Binder name to trigger their own ads to appear when a person was searching for Binder and Binder. The suit also alleges that Disability Group used the name "Binder and Binder" as a heading in their own ads within Google to link to their website. Binder and Binder has alleged that these actions have confused potential customers and led them unknowingly to Disability Group's website when the customers were actually searching for Binder and Binder.

We understand that you submitted an online inquiry form to Disability Group during the time period in question and would like to find out if you were misled by these Google ads. We would appreciate it if you could take two minutes of your time to complete the survey below and reply to our email with your answers.

Thank you in advance for your time and assistance.

Sincerely yours,

GALGANO & ASSOCIATES, PLLC

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC

XXXXXX  
345  
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BB 01128  
000428

4/18/2008

20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)

**SURVEY**

Please reply to our email by answering the following questions by typing an X on the line in front of the answer YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?  
X YES         NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder? X YES         NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder? X YES         NO
4. Did you retain any advocate as a result of your internet search? X YES         NO

If YES, did you retain Disability Group, Inc.?    YES      N NO

Did you believe you had retained Binder and Binder or someone associated with Binder and Binder? X YES  
   NO

5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder? NO

If YES, what were you told?

**Please provide us with any additional comments you may have:**

I was looking specifically for Binder and Binder and was directed to Alsup Incorporated

Name: Ms. Robin W. O'Bannon

Address:

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: 630-428-1586

XXXXXX  
346  
XXXXXX  
XXXXXX

BB 01129  
000429

4/18/2008

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: tmgalgano@rcn.com

XXXXX  
**347**  
XXXXX  
XXXXX

**BB 01130**  
000430

4/18/2008

**Thomas M. Galgano**

**From:** "stacey heinzman" <heinzy180@hotmail.com>  
**To:** <tmgalgano@rcn.com>  
**Sent:** Thursday, April 17, 2008 6:05 PM  
**Subject:** RE: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

From: tmgalgano@rcn.com  
Subject: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey  
To: heinzy180@hotmail.com  
Date: Thu, 17 Apr 2008 11:39:25 -0400

Dear Ms. Heinzman:

We are writing to you to ask for your assistance. We are the attorneys for Harry J. Binder and Charles E. Binder and their company, Binder & Binder. Binder & Binder assists individuals in obtaining social security disability benefits. We represent them in a trademark infringement action *Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV07-02760-GHK(SSx)*.

We have been informed by Disability Group, Inc. that within the time period of March to November of 2006, you conducted an online search through Google including the words "binder and binder", "binder & binder", or "binder" and then submitted an online intake form at the website you were directed to: either [www.disabilitygroup.com](http://www.disabilitygroup.com), [www.socialsecuritydisability411.com](http://www.socialsecuritydisability411.com) or [www.socialsecuritydisabilityhelpcenter.com](http://www.socialsecuritydisabilityhelpcenter.com).

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We understand that you submitted an online inquiry form to Disability Group during the time period in question and would like to find out if you were misled by these Google ads. We would appreciate it if you could take two minutes of your time to complete the survey below and reply to our email with your answers.

Thank you in advance for your time and assistance.

Sincerely yours,

GALGANO & ASSOCIATES, PLLC

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)

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348  
XXXXX  
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BB 01118  
000431

4/17/2008

**SURVEY**

Please reply to our email by answering the following questions by typing an X on the line in front of the answer YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?  
 YES       NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES       NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES       NO
4. Did you retain any advocate as a result of your internet search?  YES       NO

If YES, did you retain Disability Group, Inc.?  YES       NO

Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?

YES       NO

5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?

If YES, what were you told?

**Please provide us with any additional comments you may have:**

**Name: Stacey Heinzman**

**Address: 1131 Pennsy rd Pequea Pa 17565 717-284-0939**

**In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number:**

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
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Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: tmgalgano@rcn.com

Get in touch in an instant. Get Windows Live Messenger now.

XXXXX  
349  
XXXXX  
XXXXX

BB 01119  
000432

4/17/2008

**Thomas M. Galgano**

**From:** "FAYE ADELS" <fadels59@msn.com>  
**To:** <tmgalgano@rcn.com>  
**Sent:** Thursday, April 17, 2008 4:17 PM  
**Subject:** Re: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

----- Original Message -----

**From:** [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)  
**To:** [fadels59@msn.com](mailto:fadels59@msn.com)  
**Sent:** Thursday, April 17, 2008 11:26 AM  
**Subject:** Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

Dear Ms. Adels:

We are writing to you to ask for your assistance. We are the attorneys for Harry J. Binder and Charles E. Binder and their company, Binder & Binder. Binder & Binder assists individuals in obtaining social security disability benefits. We represent them in a trademark infringement action *Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx)*.

We have been informed by Disability Group, Inc. that within the time period of March to November of 2006, you conducted an online search through Google including the words "binder and binder", "binder & binder", or "binder" and then submitted an online intake form at the website you were directed to: either [www.disabilitygroup.com](http://www.disabilitygroup.com), [www.socialsecuritydisability411.com](http://www.socialsecuritydisability411.com) or [www.socialsecuritydisabilityhelpcenter.com](http://www.socialsecuritydisabilityhelpcenter.com).

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We understand that you submitted an online inquiry form to Disability Group during the time period in question and would like to find out if you were misled by these Google ads. We would appreciate it if you could take two minutes of your time to complete the survey below and reply to our email with your answers.

Thank you in advance for your time and assistance.

Sincerely yours,

XXXXXX  
350  
XXXXXX  
XXXXXX

BB 01122  
000433

4/17/2008

GALGANO & ASSOCIATES, PLLC

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)

**SURVEY**

Please reply to our email by answering the following questions by typing an X on the line in front of the answer **YES** or **NO**:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?  YES     NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES     NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES     NO
4. Did you retain any advocate as a result of your internet search?     YES     NO

If YES, did you retain Disability Group, Inc.?  YES     NO

Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  YES     NO

5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?

If YES, what were you told?

XXXXXX use provide us with any additional comments you may have:

351  
XXXXX  
XXXXX

BB 01123  
000434

Name:

Address:

**In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number:**

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: tmgalgano@rcn.com

XXXXXX  
**352**  
XXXXXX  
XXXXXX

**BB 01124**  
000435

4/17/2008

**Thomas M. Galgano**

**From:** "leon leontaris" <nhi4062000@yahoo.com>  
**To:** <tmgalgano@rcn.com>  
**Sent:** Monday, April 21, 2008 6:18 PM  
**Subject:** Re: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

Hey !Thomas, I'm almost afraid to respond to this inquiry!! yes I believe around that time I was trying the internet to find out info about my situation!! I didnt get to far and I do not have the number of the individual who responded claiming to be a associate of your firm!! I can tell you this though! they were very unprofessional!! it took a while for them to respond!!

but they did!! I was convinced that binder and binder were not going to even attempt to look at my situation! even though my situation maybe helpless the way told me that all I could do is go to a free clinic to try to rebuild a medical history of my ailments! he gave me some number for a free clinic in adelanto,ca. to call and I believe the number was worthless if I remember correctly!! To this day im still pretty much worthless to the work force! have had no luck! At the time I thought what could it hurt to get some info from binder and binder! it was recommended by friends and family!! They couldnt believe the responce I recieved! every time I see your commercials! I just shake my head!! I have no job!! no insurance!,and

all I do is hope for ! Well anything!! Ive thought about trying to be a gaurd or something!! I cant be on my feet for any length of time before numbness sets in on my right side! Im over three hundred pounds, havent worked for a company since at least the year 2000 all i can do lately is stay home and take care of my diabled mother, and earn my keep that way! shes approaching 90 and needs care! I going to far to tell anyone this stuff! but I still keep the faith that someday something good will happen! not likely! Right! Ive tried my social security in the past and was denied! I did at settlement along time ago and hoped for the best! and well that was a joke!! those lawyaers didnt help much! Im hard of hearing , my rightside of my body has numbness and burning! not scars just pain! I have tendonitus i9n my elbows! kneeprobs! back probs! shortness of breath! my lungs are shot!!! Like in hurts to breath! And its very mentally stressfull ! I feel im unhireable! and cannot recieve any benifits While many people do with alot less ailments! im gonna be 54 soon! and everything seems hopeless! Im a real good person I believe and seem to have fallen between the cracks! Hope this info helps you! if this is for real!!!

Good luck on your journey!

and yes I do not believe the people that contacted me were really The  
Binder and Binder firm that advertise"s on tv!!!

Good luck!! Lee!!

--- On Thu, 4/17/08, tmgalgano@rcn.com <tmgalgano@rcn.com> wrote:

From: tmgalgano@rcn.com <tmgalgano@rcn.com>  
Subject: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey  
To: r1:4062000@yahoo.com  
Date: Friday, April 17, 2008, 1:05 PM  
XXXXXX  
XXXXXX

**BB 01104**  
000436

4/21/2008

Dear Mr. Leontaris:

We are writing to you to ask for your assistance. We are the attorneys for Harry J. Binder and Charles E. Binder and their company, Binder & Binder. Binder & Binder assists individuals in obtaining social security disability benefits. We represent them in a trademark infringement action *Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx)*.

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Binder and Binder believes that Disability Group, Inc. improperly purchased keywords from Google which contained the Binder and Binder name to trigger their own ads to appear when a person was searching for Binder and Binder. The suit also alleges that Disability Group used the name "Binder and Binder" as a heading in their own ads within Google to link to their website. Binder and Binder has alleged that these actions have confused potential customers and led them unknowingly to Disability Group's website when the customers were actually searching for Binder and Binder.

We understand that you submitted an online inquiry form to Disability Group during the time period in question and would like to find out if you were misled by these Google ads. We would appreciate it if you could take two minutes of your time to complete the survey below and reply to our email with your answers.

Thank you in advance for your time and assistance.

Sincerely yours,

## GALGANO & ASSOCIATES, PLLC

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)

SURVEY

Please reply to our email by answering the following questions by typing an X on the line in front of the answer YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?    YES    NO

**BB-01105** 000437  
2,354 Id you believe that you had clicked on a link, as a result of the search, which took you to Binder and  
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**BB 01105**

05

4/21/2008

Binder's website or a website associated with Binder and Binder? YES NO

3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder? YES NO

4. Did you retain any advocate as a result of your internet search? YES NO

If YES, did you retain Disability Group, Inc.? YES NO

Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  
YES NO

5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?

If YES, what were you told?

**Please provide us with any additional comments you may have:**

Name:

Address:

**In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number:**

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: tmgalgano@rcn.com

Be a better friend, newshound, and know-it-all with Yahoo! Mobile. Try it now.

XXX55  
XXXXX  
XXXXX

BB 01106  
000438

4/21/2008

**Thomas M. Galgano**

**From:** "Timothy Traczyk" <b00mman69@hotmail.com>  
**To:** <tmgalgano@rcn.com>  
**Sent:** Friday, April 18, 2008 8:00 PM  
**Subject:** RE: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

Please sir ... Listen ...I asked the binders to help me with my claim and benefit package and they flat out turned me down as if I wasn't good enough  
or the claim would not have netted them a hefty sum ... Flat out ... You tell me why I should help the Individuals that would not help me!!!!  
I am tired of looking at their commercial about me not having to worry about anything except my dignity with bills up to my neck!! ... Yea ... Riiiiiiiiight

Sincerely  
Timothy Traczyk

The Disability group has secured me a hearing date and I will not under mind nor throw my attorneys under the bus. If this did happen, It is Goggles  
Problem. Not mine, not my attorneys'

**From:** tmgalgano@rcn.com  
**Subject:** Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey  
**To:** B00mman69@hotmail.com  
**Date:** Fri, 18 Apr 2008 11:12:23 -0400

Dear Mr. Traczyk:

We are writing to you to ask for your assistance. We are the attorneys for Harry J. Binder and Charles E. Binder and their company, Binder & Binder. Binder & Binder assists individuals in obtaining social security disability benefits. We represent them in a trademark infringement action *Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx)*.

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We understand that you submitted an online inquiry form to Disability Group during the time period in question and would like to find out if you were misled by these Google ads. We would appreciate it if you could take two minutes of your time to complete the survey below and reply to our email with your answers.

Thank you in advance for your time and assistance.

Sincerely yours,

GALGANO & ASSOCIATES, PLLC

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356  
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BB 01107  
000439

4/21/2008

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)

**SURVEY**

Please reply to our email by answering the following questions by typing an X on the line in front of the answer **YES** or **NO**:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?  
 YES       NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES       NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES       NO
4. Did you retain any advocate as a result of your internet search?  YES       NO

If **YES**, did you retain Disability Group, Inc.?  YES       NO

Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?

YES       NO

5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?

If **YES**, what were you told?

**Please provide us with any additional comments you may have:**

**Name:**

**Address:**

**In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number:**

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177

XXX57 516-431-1127

XXXXX

XXXXX

**BB 01108**  
000440

4/21/2008

e-mail: tmgalgano@rcn.com

Use video conversation to talk face-to-face with Windows Live Messenger. Get started!

XXX58  
XXXXX  
XXXXX

**BB 01109**  
000441

4/21/2008

**Thomas M. Galgano**

**From:** "Farahnaz Jalali" <fjalali5@yahoo.com>  
**To:** <tmgalgano@rcn.com>  
**Sent:** Friday, April 18, 2008 5:40 PM  
**Subject:** Re: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

I am so sorry that I cannot help you. I dont remember what I typed. Anyway I was not looking for permanent disability. I was on maternity leave.

Best of luck to you

FJ

*tmgalgano@rcn.com* wrote:

Dear Farahnaz Jalali:

We are writing to you to ask for your assistance. We are the attorneys for Harry J. Binder and Charles E. Binder and their company, Binder & Binder. Binder & Binder assists individuals in obtaining social security disability benefits. We represent them in a trademark infringement action *Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx)*.

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Thank you in advance for your time and assistance.

Sincerely yours,

GALGANO & ASSOCIATES, PLLC

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Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127

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BB 01110  
000442

4/21/2008

e-mail: tmgalgano@rcn.com

## **SURVEY**

Please reply to our email by answering the following questions by typing an X on the line in front of the answer YES or NO:

1. Did you search through an internet search engine for "binder" , "binder & binder" or "binderâ€?  YES  NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binderâ€™s website or a website associated with Binder and Binder?  YES  NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES  NO
4. Did you retain any advocate as a result of your internet search?  YES  NO

If YES, did you retain Disability Group, Inc.?  YES  NO

Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  
 YES  NO

5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?

If YES, what were you told?

**Please provide us with any additional comments you may have:**

**Name:**

**Address:**

**In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number:**

Thomas M. Galgano, Esq. Galgano & Associates, PLLC 20 W. Park Avenue, Suite 204 Lc

Be a better friend, newshound, and know-it-all with Yahoo! Mobile. Try it now.

XXXXXX  
360  
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BB 01111  
000443

4/21/2008

**Thomas M. Galgano**

**From:** "Bob" <[robertjdimatteo@hotmail.com](mailto:robertjdimatteo@hotmail.com)>  
**To:** <[tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)>  
**Sent:** Friday, April 18, 2008 7:34 AM  
**Subject:** Re: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

I was informed by a contact at Binder & Binder that they could not assist me in obtaining my social security disability benefits. Even though I have been trying to get my SSD benefits since July of 2003, I haven't waited long enough for Binder & Binder to assist me.

**From:** [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)  
**Sent:** Thursday, April 17, 2008 11:37 AM  
**To:** [robertjdimatteo@hotmail.com](mailto:robertjdimatteo@hotmail.com)  
**Subject:** Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

Dear Mr. DiMatteo:

We are writing to you to ask for your assistance. We are the attorneys for Harry J. Binder and Charles E. Binder and their company, Binder & Binder. Binder & Binder assists individuals in obtaining social security disability benefits. We represent them in a trademark infringement action *Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx)*.

We have been informed by Disability Group, Inc. that within the time period of March to November of 2006, you conducted an online search through Google including the words "binder and binder", "binder & binder", or "binder" and then submitted an online intake form at the website you were directed to: either [www.disabilitygroup.com](http://www.disabilitygroup.com), [www.socialsecuritydisability411.com](http://www.socialsecuritydisability411.com) or [www.socialsecuritydisabilityhelpcenter.com](http://www.socialsecuritydisabilityhelpcenter.com).

Binder and Binder believes that Disability Group, Inc. improperly purchased keywords from Google which contained the Binder and Binder name to trigger their own ads to appear when a person was searching for Binder and Binder. The suit also alleges that Disability Group used the name "Binder and Binder" as a heading in their own ads within Google to link to their website. Binder and Binder has alleged that these actions have confused potential customers and led them unknowingly to Disability Group's website when the customers were actually searching for Binder and Binder.

We understand that you submitted an online inquiry form to Disability Group during the time period in question and would like to find out if you were misled by these Google ads. We would appreciate it if you could take two minutes of your time to complete the survey below and reply to our email with your answers.

Thank you in advance for your time and assistance.

Sincerely yours,

GALGANO & ASSOCIATES, PLLC

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561

XXXXXX  
361  
XXXXXX  
XXXXXX

BB 01112  
000444

4/18/2008

Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)

## **SURVEY**

Please reply to our email by answering the following questions by typing an X on the line in front of the answer YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?  
 YES     NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES     NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES     NO
4. Did you retain any advocate as a result of your internet search?  YES     NO

If YES, did you retain Disability Group, Inc.?  YES     NO

Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  
 YES     NO

5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?

If YES, what were you told?

**Please provide us with any additional comments you may have:**

**Name:**

**Address:**

**In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number:**

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
2074 Park Avenue, Suite 204  
XXXXXX  
362  
XXXXXX  
XXXXXX

BB 01113  
000445

4/18/2008

Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: tmgalgano@rcn.com

XXX~~363~~  
XXXXX  
XXXXX

BB 01114  
000446

4/18/2008

**Thomas M. Galgano**

**From:** <rrfcook77@aol.com>  
**To:** <tmgalgano@rcn.com>  
**Sent:** Thursday, April 17, 2008 4:23 PM  
**Subject:** Re: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

I honestly cannot recall who I was in contact with during that time frame.

Richard Cook

-----Original Message-----

From: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)  
To: [rrfcook77@aol.com](mailto:rrfcook77@aol.com)  
Sent: Thu, 17 Apr 2008 2:52 pm  
Subject: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

Dear Ms. Cook:

We are writing to you to ask for your assistance. We are the attorneys for Harry J. Binder and Charles E. Binder and their company, Binder & Binder. Binder & Binder assists individuals in obtaining social security disability benefits. We represent them in a trademark infringement action Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx).

We have been informed by Disability Group, Inc. that within the time period of March to November of 2006, you conducted an online search through Google including the words "binder and binder", "binder & binder", or "binder" and then submitted an online intake form at the website you were directed to: either [www.disabilitygroup.com](http://www.disabilitygroup.com), [www.socialsecuritydisability411.com](http://www.socialsecuritydisability411.com) or [www.socialsecuritydisabilityhelpcenter.com](http://www.socialsecuritydisabilityhelpcenter.com).

Binder and Binder believes that Disability Group, Inc. improperly purchased keywords from Google which contained the Binder and Binder name to trigger their own ads to appear when a person was searching for Binder and Binder. The suit also alleges that Disability Group used the name "Binder and Binder" as a heading in their own ads within Google to link to their website. Binder and Binder has alleged that these actions have confused potential customers and led them unknowingly to Disability Group's website when the customers were actually searching for Binder and Binder.

We understand that you submitted an online inquiry form to Disability Group during the time period in question and would like to find out if you were misled by these Google ads. We would appreciate it if you could take two minutes of your time to complete the survey below and reply via email with your answers.

XXXXX  
364  
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BB 01115  
000447

4/17/2008

Thank you in advance for your time and assistance.

Sincerely  
yours,

GALGANO &  
ASSOCIATES, PLLC

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)

## SURVEY

Please reply to our email by answering the following questions by typing an X on the line in front of the answer YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?  YES  NO

2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES  NO

3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES  NO

4. Did you retain any advocate as a result of your internet search?  
 YES  NO

If YES, did you retain Disability Group, Inc.?  YES  NO

Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  YES  NO

5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?

If YES, what were you told?

Please provide us with any additional comments you may have:

XXXXX  
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BB 01116  
000448

Name:  
Address:

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number:

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)

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**366**  
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**BB 01117**  
000449

4/17/2008



>  
> 1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"? YES  
NO  
>  
> 2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder? YES NO  
>  
> 3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder? YES NO  
>  
> 4. Did you retain any advocate as a result of your internet search? YES NO  
>  
> If YES , did you retain Disability Group, Inc.? YES NO  
>  
> Did you believe you had retained Binder and Binder or someone associated with Binder and Binder? YES  
NO  
>  
> 5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?  
>  
> If YES , what were you told?  
>  
>  
> Please provide us with any additional comments you may have:  
>  
> Name:  
> Address:  
>  
> In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number:  
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>  
>  
> Thomas M. Galgano, Esq.  
> Galgano & Associates, PLLC  
> 20 W. Park Avenue, Suite 204  
> Long Beach, NY 11561  
> Phone: 516-431-1177  
> Fax: 516-431-1127  
> e-mail: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)

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BB 01121  
000451

4/17/2008

**Thomas M. Galgano**

**From:** "Jim Gatton" <jimgatton@roadrunner.com>  
**To:** <tmgalgano@rcn.com>  
**Sent:** Friday, April 18, 2008 1:50 AM  
**Subject:** Re: Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

**Why is it that whenever I contact attorneys they never call me back? I have had to learn to defend myself. I bet you can too!**

**Jim D. Gatton**

----- Original Message -----

**From:** tmgalgano@rcn.com  
**To:** jimgatton@adelphia.net  
**Sent:** Thursday, April 17, 2008 12:39 PM  
**Subject:** Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx) Survey

Dear Mr. Gatton:

We are writing to you to ask for your assistance. We are the attorneys for Harry J. Binder and Charles E. Binder and their company, Binder & Binder. Binder & Binder assists individuals in obtaining social security disability benefits. We represent them in a trademark infringement action *Harry J. Binder, et al. v. Disability Group Inc. and Ronald Miller, CV 07-02760-GHK(SSx)*.

We have been informed by Disability Group, Inc. that within the time period of March to November of 2006, you conducted an online search through Google including the words "binder and binder", "binder & binder", or "binder" and then submitted an online intake form at the website you were directed to: either [www.disabilitygroup.com](http://www.disabilitygroup.com), [www.socialsecuritydisability411.com](http://www.socialsecuritydisability411.com) or [www.socialsecuritydisabilityhelpcenter.com](http://www.socialsecuritydisabilityhelpcenter.com).

Binder and Binder believes that Disability Group, Inc. improperly purchased keywords from Google which contained the Binder and Binder name to trigger their own ads to appear when a person was searching for Binder and Binder. The suit also alleges that Disability Group used the name "Binder and Binder" as a heading in their own ads within Google to link to their website. Binder and Binder has alleged that these actions have confused potential customers and led them unknowingly to Disability Group's website when the customers were actually searching for Binder and Binder.

We understand that you submitted an online inquiry form to Disability Group during the time period in question and would like to find out if you were misled by these Google ads. We would appreciate it if you could take two minutes of your time to complete the survey below and reply to our email with your answers.

Thank you in advance for your time and assistance.

Sincerely yours,

GALGANO & ASSOCIATES, PLLC

XXXXX  
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XXXXX  
XXXXX

BB 01125  
000452

4/18/2008

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: [tmgalgano@rcn.com](mailto:tmgalgano@rcn.com)

**SURVEY**

Please reply to our email by answering the following questions by typing an X on the line in front of the answer YES or NO:

1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?  
 YES     NO
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?  YES     NO
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?  YES     NO
4. Did you retain any advocate as a result of your internet search?  YES     NO

If YES, did you retain Disability Group, Inc.?  YES     NO

Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?  YES  
 NO

5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?

If YES, what were you told?

**Please provide us with any additional comments you may have:**

Name:

Address:

**In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number:**

XXXXX  
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BB 01126  
000453

4/18/2008

Thomas M. Galgano, Esq.  
Galgano & Associates, PLLC  
20 W. Park Avenue, Suite 204  
Long Beach, NY 11561  
Phone: 516-431-1177  
Fax: 516-431-1127  
e-mail: tmgalgano@rcn.com

XXX  
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BB 01127  
000454

4/18/2008

SURVEY

Please answer the following questions by circling YES or NO:

1. Did you search through an internet search engine for "binder" YES NO and binder", "binder & binder" or "binder" ?
2. Did you believe that you had clicked on a link, as a result of the YES NO search, which took you to Binder and Binder's website or a website associated with Binder and Binder?
3. At the time you filled out the online submission form, did you YES NO believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?
4. Did you retain any advocate as a result of your internet search? YES NO

If YES, did you retain Disability Group, Inc.? YES NO

Did you believe you had retained Binder and Binder or someone YES NO associated with Binder and Binder?

5. Were you ever told by the advocate that the advocate you had YES NO retained was Binder and Binder or was somehow associated with Binder and Binder?

If YES, what were you told? I was led to believe that they could help me!

Please provide us with any additional comments you may have: XXXXXXXXXXXX  
XXXXXXXXXXXX Next thing I'm told, is that  
I can't be helped.

Name: Cruz Abia

Address: P.O. Box 65 Barstow, Tx. 79719

In order to protect your privacy, we will not contact you by telephone unless you give us permission to. If we may contact you by telephone, please provide us with your telephone number: 432-445-6702

Galgano & Associates, PLLC, 20 W. Park Ave., Suite 204, Long Beach, NY 11561

**Cruz**

**From:** "Binder & Binder" <questions@binderandbinder.com>  
**To:** "Cruz" <senorc@pecos.net>  
**Sent:** Monday, April 04, 2005 11:36 AM  
**Subject:** Re: S.S. agrees I have problem, BUT

To whom it may concern,

We appreciate you contacting our firm with regard to this matter. We apologize for the delay in responding to your inquiry.

You should be aware that the primary criteria for benefits through the SSA is that you have a medical condition that has lasted or is expected to last 12 months in duration and will prevent you from performing any gainful employment in the national economy.

When evaluating claims the SSA takes into account your age, education, work history, and medical conditions. We must prove that you can't perform any work that you have previously performed in the last 15 years and there is no work you can perform at all.

In order for us to obtain a better idea of your situation, please address the following questions:

1. How old are you?
2. Do you feel as though you meet the aforementioned requirements for benefits?
3. Are you in medical treatment for your conditions?
3. Have you discussed your inability to work with your treating doctors?
4. If so, are they supportive that your condition would prevent you from performing any work?

If you are in medical treatment and you feel as though you can't perform any work due to your medical conditions we would be willing to evaluate your claim for benefits. The Social Security Administration (SSA) routinely denies claims based on them feeling as though you can perform some other type of work. If you ask us no one knows you better than yourself. If you have worked the last 22 years and you feel that your condition prevents you from working anymore we would tend to believe you.

If you would like to discuss your situation directly, we can be reached toll-free at (800) 409-2760 and you can speak with anyone in our information call department. We look forward to receiving your response.

Sincerely,

Binder and Binder

---- Original Message ----

**From:** Cruz  
**To:** Questions@BinderandBinder.com  
**Sent:** Saturday, January 09, 1999 7:53 PM  
**Subject:** S.S. agrees I have problem, BUT

Both Social Security and Workman's Comp. agree that I have a problem, but that I am too young, too educated, and I can do sedentary work. I have two old cervical back problems. I have been told by Dr's that surgery on one which is a disk problem at C-5,C-6 will affect problem in my spinal cord at C-3,C-4; which is a very big possibility that I won't be able to get up. I have gone back to school with Texas Rehabilitation Commission paying. Problem has occurred by

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sitting too long (college internet courses) and has affected my condition with my nerves. I know they tell me I can do sedentary work, but I have to take frequent breaks and lay on the floor until my spasms subside. Who is going to hire me to work for them under those conditions. I used to work for ENRON for 22years. Is this situation untoouchable in your opinion or does it have merit? T H A N K Y O U !

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**374**  
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XXXXX

000457/1/99

## EXHIBIT 12

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**375**  
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XXXXX

000458

EXHIBIT 12

GALGANO & ASSOCIATES, PLLC

HARRY J. BINDER ET AL. V. DISABILITY GROUP INC. AND RONALD MILLER  
CV 07-02760-GHK (SSx)  
PAGE 1

POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
Terri Chironna-Papa - 33567			X		X	
Robert DiMatteo - 33631			X		X	Res.
Stacey Heinzman - 33685			X		X	X
Richard Nelson - 33706			X		X	
David W. Clark - 33715			X		X	
Stephanie Hasty - 33716	X	X	X F		X	
Patty Bays - 33813			X F			
Brittney Smith - 33834	X	X	X F		X	
Sean Finn - 33840			X F			
Chad Wold - 33961			X			X
Tina Czika - 33966			X F	X	Ret.	
Linda Engel - 33995			X			X
Brenda Lee - 33998			X F	X		X
Doloros Cabler - 34001			X F	X		X
Lisa Moscato - 34134	X	X	X F	X		X

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GALGANO & ASSOCIATES, PLLC

HARRY J. BINDER ET AL. V. DISABILITY GROUP INC. AND RONALD MILLER  
CV 07-02760-GHK (SSx)  
PAGE 2

POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
Dana Coventry - 34135		X		X	X	
Robin O'Bannon - 34139		X		X	X	X
Jeff G. Martin - 34173		X	F	X	Ret.	X
Aleshia Maughmer - 34220		X			X	
Alexandre Kristjansson - 34272		X			X	
Babrbra Belligan - 34278		X			X	
Patricia R. Davis - 34283	X	X	X		X	
Jeremiah - 34290			X		X	
Jesuine V. Pandell - 34316	X	X	X	F	X	X
Doug Cortese - 34327			X	F		
Timothy Traczyk - 34330	X	X	X		X	Res.
George D. Barnett - 34334			X		X	
Baron Ranieri - 34403						
Farahnaz Jalali - 34436			X		X	Res.
Janet Isreal - 34475			X		X	

XXXXX  
377  
XXXXX

GALGANO & ASSOCIATES, PLLC

HARRY J. BINDER ET AL. V. DISABILITY GROUP INC. AND RONALD MILLER  
CV 07-02760-GHK (SSx)  
PAGE 3

POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
Donald Kellaway - 34480		X			X	
Denise Milazzo - 34484		X			X	
Jack Mathis - 34509		X			X	
Paul Phuckins - 34536		X			X	
Brenda Ellis - 34562		X			X	
Cheryl L. Nelson - 34651	X	X	X		X	
Rhonda Bigelow - 34730			X		X	
Ghansham Ramdin - 34759			X		X	
Donald H. Bowman - 34764			X F	X	X	
William T. Adams - 34819			X		X	
Leone S. Viverette - 34821			X F	X Ret.		
Michael Smith - 35119			X		X	
William F. Myers - 35170	X	X	X		X	
Joseph F. Toensmann - 35178			X F			
Warren Harvey - 35217			X			

XXXXX  
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378  
XXXXX

GALGANO & ASSOCIATES, PLLC

**HARRY J. BINDER ET AL. V. DISABILITY GROUP INC. AND RONALD MILLER**  
**CV 07-02760-GHK (SSx)**  
**PAGE 4**

POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
Kenneth Rosner - 35218			X F	X	X	
Charles G. Davis - 35222			X F	X	X	
Ingrid J. Butler - 35243			X		X	
Connie Mitchell - 35324	X Ret.		X F	X		
Ted Delka, Jr. - 35353			X F	X	Ret.	
Jonathan L. Gibson - 35636			X F	X	X	
Charles Earwood - 35654			X F	X	X	
Delvin R. Logan - 35869	X Ret.		X		X	
Kristine Landro - 35880			X		X	
Pat Lipari - 35941			X		X	
Earl Cost - 35947			X		X	
Jones Smith - 35950			X F			
Barbara Halbert - 36065			X		X	
Tyrone D. Jacobs - 36149			X F	X	X	
Cruz Abila - 36327			X F	X	X	X

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GALGANO & ASSOCIATES, PLLC

HARRY J. BINDER ET AL. V. DISABILITY GROUP INC. AND RONALD MILLER  
CV 07-02760-GHK (SSx)  
PAGE 5

POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
Faye Adels - 36407		X		X	X	X
James DiSalvo - 36462		X			X	
Ronald A. James - 36717		X			X	
Nancy Passamano - 36871		X			X	
Charles L. Houseman - 36919		X	F	X	X	
Joshua Tolbert - 36971	X	X	X	X	X	
Robert Flansburg - 37068			X		X	
Joshua Wallenbeck - 37161			X		X	
Tonya Henderson - 37225	X	X	X F	X	X	
Keith Schoeppler - 37233				X	X	
Raymond Limoges - 37237				X	X	
McM fernie McM fernie - 37384				X	X	
E&G Kruse - 37390				X	X	
Norman - 37440				X	X	
Judith L. Williams - 37536				X	X	

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POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF SURVEY 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
C. Hernandez - 37568			X F			
Rafael Munoz - 37593	X		X F		X	
Gary Bowser - 37597			X F			
Johnnie Erassarret - 37599			X F			
Bloneva Stirrup - 37723			X		X	
Cherean - 37727			X		X	
Anthony Ottey - 37736			X		X	
Trent Brown - 37910			X		X	
William A. Hayes - 37961	X Ret.	X Ret.	X Ret.	X	X	X
Robert Kohlbeck - 37963				X		X
Curtis Cronin - 37965	X	X	X	X		X
Maria Serrano - 38008				X		X
Price M. Parker - 38164				X F		
Alison Sheary - 38182				X		X
Dora Ewald - 38230				X F		

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POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
Aurelio Vizcarondo - 38304	X	X	X	X	X	
Linda Boileau - 38385			X F	X	X	X
Cynthia Talmage - 38488	X Ret.		X		X	
Jose L. Soler - 38547			X		X	
Kathleen M. England - 38612			X		X	
Herb Battell - 38666	X				X	X
Charlie Askey - 38692			X F	X Ret.		
Elaine Terrill - 38775			X F			
Amanda L. Bolson - 38812	X Ret.		X		X	
Nicole Royall - 38812			X		X	
Kenneth J. Murray - 38934			X		X	
James A. Maiden - 38997			X		X	
Frances Lukis - 39094			X F	X	X	
Carla Hudson - 39191			X		X	
Nancy Rose - 39259			X F			

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POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
Debera A. Harig - 39266			X		X	
Floyd Wilson - 39306			X F			
Elayne E. Major - 39375			X		X	
Christopher Hughes - 39492			X		X	
Edward Boselli - 39552			X F	X	X	X
Terry R. Sanchez - 39683			X		X	
Sally J. Buckholtz - 39853			X		X	
Faith M. Herrera - 39905	X	X	X		X	
Michael Connelly - 39970			X F			
Gertrude E. Bernabo - 39993			X F	X	X	
Henry C. Jones, Jr. - 40072			X		X	
Barbara Williams - 40181	X				X	X
Mark Lindholm - 40203			X		X	
Jon Linder - 40205			X F	X	X	
Shannon E. Dickey - 40222			X		X	

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POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
James Hopkins - 40247	X	X	X	X	X	
Trini N. Ware - 40321			X F			
Susan Giles - 40364			X		X	
Jim Gatton - 40514	X		X		X	Res.
Linda Helfman - 40524			X		X	
Mary Ann Addington - 40577	X				X	X
Cynthia Israel - 40749				X	X	
Katherine R. Pollard - 40772	X	X	X		X	
Jeff Colburn - 40796				X	X	
Thomas J. McGowan - 40804				X	X	
Danny R. Lewis - 40876	X			X	X	Res.
Chuck Bodinet - 40948				X	X	
James K. - 41079				X	X	
David B. Lester - 41357				X	X	
Diane M. Cook - 41367				X	X	Res.

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384  
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POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
Susan Kupper - 41460			X		X	
Dawn R. Ballard - 41715	X	X	X F	X	X	X
Steve - 41846			X F			
Robert J. Warnock - 42014			X F	X	X	
Sandra K. Amason - 42021			X F			
Robert Schultz - 42054	X Ret.		X		X	
Janey Reifsteck - 42156			X F			
Quinton Santiago - 42196						
Frances Rowell - 42358			X		X	
Leon M. Leontaris - 42491			X		X	
David L. Maples - 42532			X F	X	Ret.	
Sally A. Lambret - 42762			X F	X	X	
<sup>4</sup> Ashur F. Ellis - 42771	X		X F		X	X
Karen A. Funk Sellars - 42887	X Ret.		X		X	X
Mamon Trotter - 43075	X		X F		X	X

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POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
Shavonne McCulley - 43213	X	Ret.	X	X	X	
Joyce Myers - 43321			X		X	
Evelyn D. Moreau - 43472	X	X	Ret.	X	F	X
Beverly A. Timothy - 43480			X			X
Kenneth McMillion - 43485			X			X
Denny L. Hagar - 43487			X	F	X	Ret.
Angela Allison - 43874			X			X
David N. Singleton - 44052	X	X	X	F		X
Jamie Lopez - 44065			X			X
Kathleen L. Eves - 44200			X			X
Richard C. Councilman - 44316			X			X
Ronald A. Smith - 45004			X			X
Steve F. Caviness - 45423			X			X
David M. Hedges - 45567			X			X
Vickie Johnson - 45685						X

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POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
Tiffany Gordo - 45790	X				X	X
Henry T. Clarke - 45803			X		X	
Marissa Edwards - 45871	X	X	X		X	
Jennie Tarantino - 46188			X F	X	X	
Keith W. Signor - 46191			X		X	
David G. Michael - 46247			X		X	
Maryela Navarro - 46382			X		X	
Verna L. Chisolm - 46385			X		X	
Taleah Cook - 46677	X	X	X		X	
Alexander Black - 46994			X		X	
Frieda Edwards - 47433	X	Ret.		X F		
Omni A. Blair - 47513				X		X
Boyle A. Boyer - 47520				X		X
Iris G. Goldfaden - 47533	X				X	X
Phillip Goodfellow - 48038					X	X

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POTENTIAL CLIENT	SENT LETTER OF 3/25/08	SENT REMINDER OF 4/18/08	SENT E-MAILS IN APRIL, 2008	SENT LETTER OF 5/29/08	POTENTIAL CLIENT RECEIVED SURVEY	POTENTIAL CLIENT SENT BACK SURVEY
Andre Lewis - 48111	X	X	X		X	

**TOTAL**

**17**

**Potential Clients total 181**

**Ret. - Undeliverable/Returned**

**Res. - Responded/No Survey**

**F - E-mail Undeliverable**

## EXHIBIT 13

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EXHIBIT 13

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HARRY J. BINDER ET AL. V. DISABILITY GROUP INC. AND RONALD MILLER  
CV 07-02760-GHK (SSx)  
OUR REF.: 246-37

SURVEY QUESTION	YES	NO	"I DON'T KNOW"	NO REPLY	TOTALS
1. Did you search through an internet search engine for "binder and binder", "binder & binder" or "binder"?	17				17
2. Did you believe that you had clicked on a link, as a result of the search, which took you to Binder and Binder's website or a website associated with Binder and Binder?	16	1			17
3. At the time you filled out the online submission form, did you believe that you were submitting the form to Binder and Binder or someone associated with Binder and Binder?	15	2			17
4. Did you retain any advocate as a result of your internet search?	10	7			17
If YES, did you retain Disability Group, Inc.?	7	3			7
Did you believe you had retained Binder and Binder or someone associated with Binder and Binder?	11	1	1		4
5. Were you ever told by the advocate that the advocate you had retained was Binder and Binder or was somehow associated with Binder and Binder?	5	7	1		4

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